



UMR CARE

Ongoing Condition CARE

Clinical outreach to members living with ongoing conditions

Many Americans live day to day with medical conditions that are not at a level to be considered high risk. However, without proper treatment, support and monitoring, those conditions can quickly cause our health to move into that next level of seriousness.

About 67 percent of those who visit the emergency room three or more times a year have a chronic condition², and these individuals are more likely to miss work through sick days or short-term disability. UMR's Ongoing Condition CARE can help.

How it works

We use medical and pharmacy claims data, along with clinical health risk assessments and program referrals, to identify members with one or more of the following conditions:

Neuromuscular / Autoimmune Disorders:

- ALS, Multiple Sclerosis, Myasthenia Gravis, Rheumatoid Arthritis

Cardiovascular Disorders:

- Hypertension, Heart Failure, CAD

Respiratory Disorders:

- Asthma, COPD

Behavioral Health Disorders:

- Depression and General Anxiety Disorder

Blood Disorders:

- HIV, Hep C, Sickle Cell Anemia

Gastrointestinal Disorders:

- Ulcerative Colitis, Crohn's Disease

Oncology:

- Breast, Prostate, Colorectal, Lung

Endocrine Disorders:

- Diabetes (Type 1 and Type 2)

Genitourinary Disorders:

- Chronic Kidney Disease (CKD)

We then invite these members to work with our team of chronic care professionals. Through a series of one-on-one phone calls, our registered CARE nurses educate and empower members to effectively manage their condition and close gaps in care.

Deliver results

Employers typically earn a 3:1 return on investment¹, plus increased productivity and reduced absenteeism.

¹ UMR Health Management Dashboard, December 2014

² UnitedHealthcare National Accounts Claims Analysis January – December 2012

Member experience

Participants meet regularly with their CARE nurse to close gaps in care and improve self management and self advocacy. This starts with helping members better understand and follow their provider's treatment plan, including prescribed medications or related medical supplies.

When we spot a missed opportunity, such as a member failing to receive a clinically appropriate blood test or fill a prescribed medication, we mail that member a HealtheNote³ with personal recommendations and questions to ask their provider.

In addition, participants learn self-care skills specific to their condition and ways to overcome contributing lifestyle factors such as tobacco and nicotine use, unhealthy eating habits or a lack of exercise.

Member communications and tools

UMR provides award-winning print and electronic communications designed to educate and engage members. We also offer interactive tools and resources on umr.com, including Action Plan tutorials on healthy eating, physical activity and quitting smoking.

Stay connected anywhere, anytime

The CARE app, powered by Vivify Health, allows us to meet members where they are by connecting them to CARE nurses, coaches and other resources through their mobile device. CARE clinicians can view individual health metrics from self-reported data or synchronized monitoring devices and are able to virtually connect with members by text, email or face-to-face via streaming video.

Impact

Ongoing Condition CARE participants are better able to manage their condition to reduce their reliance on medications and avoid potential emergency room visits and hospitalizations. As a result, you can expect lower health care costs over time, along with more productive employees.

Targeted condition management

Customers who wish to focus on a particular condition or pair UMR's CARE nurses with their in-house clinical services may prefer a carve-out approach. UMR offers the flexibility to purchase standalone program options for one or more of the conditions.



To learn more, please contact your UMR representative.

³ HealtheNotes mailings are included as a standard service with UMR's full Ongoing Condition CARE solution. They are available as an optional add-on service for customers who choose standalone coaching for targeted Ongoing Condition CARE conditions.

